

2-1-1 Idaho CareLine
State Fiscal Year-to Date Summary by Contact Classification
As of December 2011

[State Fiscal Year (SFY)=July 1 to June 30]

| Call Classification | July | August | September | Total Calls |
|--------------------------------|---------------|---------------|---------------|---------------|
| Abuse/Neglect | 365 | 422 | 298 | 1,085 |
| Access Card | 1 | 0 | 0 | 1 |
| Adoption | 114 | 92 | 173 | 379 |
| Adoption & Foster Care | 0 | 0 | 0 | 0 |
| Cancer | 18 | 45 | 34 | 97 |
| Childcare | 3,117 | 3,862 | 3,106 | 10,085 |
| Clearinghouse | 3 | 7 | 5 | 15 |
| Dentist | 96 | 115 | 118 | 329 |
| Diabetes | 8 | 3 | 4 | 15 |
| Disabilities (under age 3) | 82 | 109 | 79 | 270 |
| Disabilities (age 3 & older) | 31 | 43 | 41 | 115 |
| Doctor | 117 | 159 | 122 | 398 |
| Employment / Business | 105 | 101 | 124 | 330 |
| Environmental Health | 43 | 29 | 32 | 104 |
| FACS Library | 12 | 27 | 13 | 52 |
| Foster Care | 98 | 108 | 149 | 355 |
| Fraud | 153 | 180 | 156 | 489 |
| Health Resources | 404 | 526 | 382 | 1,312 |
| HIV/AIDS/STD | 17 | 13 | 11 | 41 |
| Immunizations | 43 | 118 | 32 | 193 |
| Medicaid (Age 19-) | 698 | 993 | 728 | 2,419 |
| Medicaid (Age 19+) | 1,251 | 1,362 | 1,186 | 3,799 |
| Medicaid Dentist | 177 | 184 | 156 | 517 |
| Medicaid Doctor | 259 | 365 | 319 | 943 |
| Mental Health | 178 | 181 | 167 | 526 |
| Miscellaneous | 597 | 828 | 652 | 2,077 |
| Prenatal/Family Planning | 30 | 34 | 32 | 96 |
| Senior Issues (Age 60 & older) | 82 | 108 | 129 | 319 |
| Social Security | 100 | 92 | 100 | 292 |
| Substance Abuse | 124 | 118 | 118 | 360 |
| Tobacco | 17 | 29 | 28 | 74 |
| WIC | 4,708 | 5,842 | 5,144 | 15,694 |
| Welfare | 201 | 245 | 216 | 662 |
| Total: | 13,249 | 16,340 | 13,854 | 43,443 |

(Spanish contact information included - see Spanish contacts for detail)

Source: IDHW 2-1-1 Idaho CareLine "Get Connected Get Answers"

Note: Report displays the cumulative contacts received to date during the SFY by month, by contact classification, and total contacts to date.

**2-1-1 Idaho CareLine Year-to Date Spanish Contacts
As of December 2011**

[State Fiscal Year (SFY)=July 1 to June 30]

| Call Classification | July | August | September | Total Calls |
|--------------------------------|------------|------------|------------|-------------|
| Abuse/Neglect | 3 | 4 | 4 | 11 |
| Access Card | 0 | 0 | 0 | 0 |
| Adoption | 1 | 3 | 1 | 5 |
| Adoption & Foster Care | 0 | 0 | 0 | 0 |
| Cancer | 0 | 3 | 0 | 3 |
| Childcare | 88 | 102 | 95 | 285 |
| Clearinghouse | 0 | 0 | 0 | 0 |
| Dentist | 3 | 5 | 4 | 12 |
| Diabetes | 0 | 0 | 0 | 0 |
| Disabilities (under age 3) | 1 | 0 | 0 | 1 |
| Disabilities (age 3 & older) | 1 | 1 | 3 | 5 |
| Doctor | 0 | 9 | 5 | 14 |
| Employment / Business | 3 | 0 | 4 | 7 |
| Environmental Health | 0 | 0 | 0 | 0 |
| FACS Library | 0 | 0 | 0 | 0 |
| Foster Care | 2 | 0 | 0 | 2 |
| Fraud | 2 | 4 | 1 | 7 |
| Health Resources | 7 | 13 | 19 | 39 |
| HIV/AIDS/STD | 0 | 0 | 0 | 0 |
| Immunizations | 1 | 2 | 0 | 3 |
| Medicaid (Age 19-) | 66 | 132 | 60 | 258 |
| Medicaid (Age 19+) | 23 | 23 | 17 | 63 |
| Medicaid Dentist | 3 | 5 | 5 | 13 |
| Medicaid Doctor | 7 | 11 | 4 | 22 |
| Mental Health | 4 | 1 | 4 | 9 |
| Miscellaneous | 14 | 33 | 22 | 69 |
| Prenatal/Family Planning | 1 | 2 | 1 | 4 |
| Senior Issues (Age 60 & older) | 0 | 0 | 0 | 0 |
| Social Security | 2 | 0 | 4 | 6 |
| Substance Abuse | 0 | 1 | 2 | 3 |
| Tobacco | 0 | 0 | 0 | 0 |
| WIC | 161 | 233 | 137 | 531 |
| Welfare | 2 | 5 | 9 | 16 |
| Total: | 395 | 592 | 401 | 1388 |

Source: IDHW 2-1-1 Idaho CareLine "Get Connected, Get Answers"

Note: Report displays the cumulative contacts received from Spanish-only speakers to date during the SFY by month, by contact classification, and total contacts to date..